

## **ABSTRACT**

### **THE MEASUREMENT OF WORKLOAD MENTAL EMPLOYEES BY USING THE METHOD DEFENSE RESEARCH AGENCY WORKLOAD SCALE ( DRAWS ) (Case Study: Line Production of Excavator Division Heavy Equipment PT. PINDAD Bandung)**

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*PT. PINDAD Persero is a company that concern in manufacturing which produce in the military and non-military (commercial) sectors, one of the products in non-military sector is excavator. Target production of excavator on 2016 is 600 units but the attainment is only 224 units, if in percentage then the production of excavators can only reach 37% of the production target that has been determined. The achievement of a small production is the problem for the company but the high targets of the production is a burden for employees, it is because the workload that given to the employee (office employees and operators production) not in accordance with the capability of them, therefore the high workload was felt to be employees production line excavator be important to do the measurement of workload. Model solutions used in research this time that is by using a method of DRAWS ( defence research agency workload scale ) having four variable namely input demand, central demand, output demand, and time pressure. The results of the spread of the questionnaire and data processing against the employee involved in the production excavator shows that 90 % of 20 respondents feel workload to a category over load since the score of workload >60 % with the average score workload engineering part is 67,525 %, ppc 83,1979 %, base frame zone 75,23 %, upper frame 75,506 %, hydraulic and electric 80,64 %, and final assembly 84,33 %. Meanwhile, 10% from 20 respondents feel the workload in the optimal load category because the score of workload is between 40 % until 60 %, they are upper frame zone with the average score workload is 59.3 % and final assembly zone is 59,005 %. The results of data processing got problem that the workload is over load, to know the factors or the causes of workload over load done by factor analysis using fishbone diagram.*

*Key Words : DRAWS ( defence research agency workload scale ) , four variable DRAWS , overload , fishbone diagram.*